

**QUESTIONNAIRE FOR FEDERAL OFFICERS AND AGENTS
USING JABS IN SOUTH FLORIDA**

DATE: ____/____/____

This questionnaire is an instrument distributed to users of the Joint Automated Booking Station (JABS) prototype to assess system functionality and acceptance at the user level. A secondary objective of this questionnaire is to measure change in user productivity, both tangible and intangible. The results of this questionnaire will be used to begin to assess and measure the success of JABS. The questionnaire is not meant to be, nor will it be used as, a measurement of individual performance. The data collected will be used only in aggregate for the purposes of an independent analysis.

Please answer these questions regarding your use of JABS as accurately as possible. We will ask you respond to the two different forms of questions. The first type will ask you to respond to the question by marking the box corresponding to the answer that best reflects your opinion, as shown in the first example below. In addition, other questions will ask you for an estimate of some quantity, such as the number of booking you perform per month. Answer these questions by entering the number in the boxes provided, placing each numeral in a separate box, as in the second example below. In some cases you will also be asked to enter addition brief responses such as system identity.

EXAMPLES:

A. Is JABS currently installed at your booking facility?

① Yes

② No

B. How many weeks has JABS been installed at your booking facility?

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I. USER BACKGROUND

To help us understand who is using JABS, we would like some information about the people completing this questionnaire. Please complete the following questions about yourself.

1. To which DOJ agency do you belong?

① Bureau of Prisons

② Drug Enforcement Administration

③ Federal Bureau of Investigation

④ Immigration and Naturalization Service

⑤ United States Marshals Service

2. What is your position?

① Agent

- ② Supervising Agent
- ③ Administrative / Technical Support (no law enforcement powers or authority)
- ④ Other (Please List) _____

3. How many months have you been employed by your agency?

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4. What is your work location?

- ① BOP
- ② DEA
- ③ FBI
- ④ INS-Airport
- ⑤ INS-District
- ⑥ INS-Pembroke Pines
- ⑦ USMS Miami
- ⑧ USMS West Palm Beach

5. How many bookings per month do you perform on average?

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6. What is your personal involvement in inputting booking data?

- ① I personally book offenders.
- ② I assist another agent who books offenders.
- ③ I utilize the services of dedicated booking data input personnel.
- ④ I am not involved in booking offenders.

7. How would you rate your computer skills?

- ① I am not at all familiar with how to use a computer.
- ② I am a novice user (can perform basic functions with 1 or 2 applications, such as word processing).
- ③ I have intermediate computer skills (can perform most standard functions in a variety of software applications).
- ④ I am an advanced computer user (can use advanced features of commercial software applications, such as macro programming or interfacing different software applications).

⑤ I am a computer professional (can program in at least one language and use advanced features of commercial software applications).

8. What was the initial source of your computer skills?

① Agency sponsored training

② On-the-job training

③ Academic / Professional training outside the agency

④ Other (Please List) _____

9. Have you successfully completed a booking without the assistance of a System Administrator?

① Yes

② No

10. Have you received training in when **not** to use JABS due to equipment error?

① Yes

② No

11. How many forms do you complete using your current manual (pre-JABS) process?

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12. What associated systems have you used? Please mark all that apply.

① DEA ABS

② USMS PTS - Prisoner Tracking System

③ IAFIS

④ INS IDENT

⑤ BOP SENTRY

⑥ NCIC 2000

⑦ DACS

⑧ RAPID

⑨ State or Local AFIS (Please List): _____

13-15 For each booking function, mark the duration which most closely matches the average time required to perform that function using your current manual (pre-JABS) process.

Booking Process	Average Duration in Minutes					
	1-10	11-20	21-40	41-55	56-75	76-90
13. Fingerprints	[1]	[2]	[3]	[4]	[5]	[6]
14. Photos	[1]	[2]	[3]	[4]	[5]	[6]
15. Personal Data	[1]	[2]	[3]	[4]	[6]	[6]

II. JABS FUNCTIONALITY

16. What training have you received in the use of JABS?

- ① Contractor provided course
- ② On-the-job training
- ③ Other (Please List): _____

17-25 Please identify the response which best describes your satisfaction level with each of the following screens on your agency's Client Workstation

JABS Screen	Satisfaction with JABS Screens							
	Very Dis-satisfied	Dis-satisfied	Somewhat Dis-satisfied	Unsure	Somewhat Satisfied	Satisfied	Very Satisfied	No Opinion
17. Login	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
18. Main Menu	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
19. Short Form	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
20. Fingerprint	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
21. Photo Capture	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
22. Full Form	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
23. Short Search Form	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
24. Full Search Form	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
25. Photo Line Up	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]

26. Rate your satisfaction with the pull-down menus for input fields

Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Unsure	Somewhat Satisfied	Satisfied	Very Satisfied	No Opinion
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]

27-30 Please identify the response which best describes your satisfaction level with each of the following input devices.

Input Device	Satisfaction with JABS Input Devices							
	Very Dis-satisfied	Dis-satisfied	Somewhat Dis-satisfied	Unsure	Somewhat Satisfied	Satisfied	Very Satisfied	No Opinion
27. Identix Livescan Fingerprint Device	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
28. Offender Photo Camera	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
29. Canon Supporting Photo Camera	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]

30. Fingerprint Card Scan Device	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
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31. Are the JABS photos sufficiently usable?

① Yes

② No

32-34 Please identify the response which best describes your understanding of each of the following JABS functions.

JABS Function	Comfort with JABS Functions							
	Very Uncomfortable	Uncomfortable	Somewhat Uncomfortable	Unsure	Somewhat Comfortable	Comfortable	Very Comfortable	No Opinion
32. Search Functions	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
33. Photo Line Up	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
34. Photo Spread	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]

III. JABS PERFORMANCE IMPACTS

35. Approximately how many times have you used JABS in the past 60 days?

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36-39 For each booking function, mark the duration which most closely matches the average time required to perform that function using JABS.

Booking Process	Average Duration in Minutes					
	1-5	6-10	11-15	16-20	21-25	26-30
36. Fingerprints	[1]	[2]	[3]	[4]	[5]	[6]
37. Offender Photos	[1]	[2]	[3]	[4]	[5]	[6]
38. Supporting Photos	[1]	[2]	[3]	[4]	[5]	[6]
39. Personal Data	[1]	[2]	[3]	[4]	[6]	[6]

40-46 For each booking function, mark the extent to which JABS has improved the quality data captured in the process.

JABS Function	JABS Effect on Quality of Data							
	Has helped a great deal	Has helped somewhat	Has helped slightly	Has had no effect	Has hurt slightly	Has hurt somewhat	Has hurt a great deal	No Opinion
40. Fingerprints	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
41. Offender Photos	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
42. Support Photos	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
43. Data Input	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
44. Data Search	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
45. Positive ID	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
46. Photo Line-up	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]

47-55 For each booking function, mark the extent to which JABS has improved your productivity in performing your job.

JABS Function	JABS Effect on Job Productivity							
	Has helped a great deal	Has helped somewhat	Has helped slightly	Has had no effect	Has hurt slightly	Has hurt somewhat	Has hurt a great deal	No Opinion
47. Access to Booking Tools	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
48. Fingerprints	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
49. Offender Photos	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
50. Support Photos	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]

51. Data Input	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
52. Data Search	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
53. Positive ID	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
54. Photo Line-up	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
55. Personal History	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]

56-59 For each booking function, mark the extent to which JABS has improved your ability to use the data captured in the booking process.

JABS Function	JABS Effect on Usability of Data							
	Has helped a great deal	Has helped somewhat	Has helped slightly	Has had no effect	Has hurt slightly	Has hurt somewhat	Has hurt a great deal	No Opinion
56. Fingerprints	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
57. Offender Photos	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
58. Supporting Photos	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]
59. Data Fields	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[0]

IV. JABS ENHANCEMENT / EXPERIENCES

60. Have you used JABS for at least five bookings?

① Yes

② No

61. Has JABS been a help in performing your last five bookings?

① Yes (Please provide a description of three ways JABS has helped on the lines below.)

② No (Please explain how JABS has hindered the booking process on the lines below.)

62. Describe an example of how JABS has helped you perform bookings over the process you used previously.

63. Please identify any new requirements or system enhancements to the current prototype which may positively impact your use of the system.
